



Governor Terry E. Branstad  
Lt. Governor Kim Reynolds  
San Wong, Director

## **MEETING NOTES**

Iowa Commission of Latino Affairs Meeting with University of Iowa Hospitals & Clinics  
Administration  
July 22, 2016  
University of Iowa

### **Commissioners Present**

Jeannette Martinez  
Marlu Abarca  
Michelle Reuss

### **DHR/Office of Latino Affairs Staff**

Sonia Reyes-Snyder, Executive Officer

### **University of Iowa Hospitals & Clinics Administration Staff**

Kenneth Kates, Chief Executive Officer  
Angelina Korsun, Chief Administrative Officer  
Joshua Brewster, Director of Department of Social Services  
Alan Reed, Transplant Coordinator  
Michael Baca, Interim Chief of Staff

- Kates expressed their condolences for Mr. Sanchez' passing and shared that the hospital has policies in place to help undocumented individuals.
- Reuss shared that the Commission was seeking understanding of how the determination to reject Mr. Sanchez was made before they knew what the family could afford since the case was not fully evaluated and no one spoke to the family.
- Kates expressed that all cases go through a reviewing process
- Brewster mentioned that payer options were looked at during the evaluation of the case
- Korsun mentioned a conversation she had with Reyes-Snyder where the cost of the surgery and after care was discussed.

- Reyes-Snyder agreed with Korsun on the topic of cost that was discussed and shared concern about comments made in that conversation by Korsun where Korsun questioned why would the hospital help someone who is not a US citizen when there's others in need and why doesn't Mr. Sanchez become a US Citizen if he's been in the country for 15 years?
- Martinez asked if the determination was solely based on finances
- Brewster explained the different type of admission processes they have, except for transplant procedures
- Abarca explained that the decision was made without anyone from UIHC talking to the family
- Reed explained the following:  
Every patient is treated the same  
Patients have to meet all the criteria  
Financial barriers  
The hospital gets federal assistance to pay but ultimately the hospital has to look for other ways to cover costs  
The hospital can't afford to provide free care for everyone  
If families don't have the funds, they have to be turned away  
The system prohibits helping everyone  
When cases are being evaluated, the team identifies all roadblocks  
The determination for Mr. Sanchez was made according the hospital policy  
**A medical referral was not made to the transplant team by Iowa Lutheran Hospital**  
**Reed didn't see a medical referral for Mr. Sanchez**  
**If a referral would had been made, the case would have gone through the process**  
**Mr. Sanchez could have been sent to Iowa Methodist or Mercy**  
The hospital bends over for Latinos  
The hospital still doesn't know if Mr. Sanchez needed a transplant
- Kates shared that the rejection was due to lack of financial resources
- Commissioners and Reyes-Snyder shared with those present that the intention of the meeting is to ensure that this does happen again.
- Reyes-Snyder asked the UIHC about their diversity education for staff, due to the concerning comments made by Korsun and offered assistance
- Kates thanked the commission and offered to start a partnership to share resources.

Follow up items:

Univeristy of Iowa Hospital & Clinics will find out if a referral was sent to them and to whom  
Reyes-Snyder will request from the referral information from Mr.Sanchez' family  
Michael Baca is to be used for further communication regarding this matter